Michael Swanson

**Cell**: 818-720-6254 **Email**: [mswanson127@gmail.com](mailto:mswanson127@gmail.com)

**Skills** PC/Mac setup and installation, as well as all peripherals

Windows 7, Windows 8, Windows 10, Microsoft Office, Microsoft 365 and Outlook

Router and Switch configuration, routing protocols and Network cabling

Windows Server 2012 enviornment

Web Design: HTML/CSS, Javascript

Graphic Design: Photoshop, Illustrator, Indesign

Systems: Atrium, AS400, PrognoCIS, Bomgar, Citrix, Manage Engine, Service Now

Installing/upgrade software and hardware for multiple location and new acquisitions

10 years of customer service via phone, email and in person

Excellent written and oral communication with technical and non-technical users

Technical Support/Customer Care to over 4,000 clients

**Education Associate degree in Computer Networking. College of the Canyons, 2004**

Learned Network router and switch configuration, network design and cabling.

**Associate degree in Graphic/Web Design. ITT Technical Institute, 2011**

Learned to create webpages using Dreamweaver and Other Open source platforms, HTML/CSS, graphic design (logo’s and branding).

**Experience Skidata / Van Nuys, California 8/27/2018**

Technical Support / System Engineer

* Travel to different site throughout Southern California to troubleshoot various issues with parking equipment.
* Replace/build computer/server hardware (adding/removing memory, hard drives, NIC's and power supply’s).
* Installing OS (windows 10, server 2012 and 2016) on computers and servers (HP 5800, 5810 DL20 Gen9 Gen10).
* Basic configuring of cisco switches using Putty or GUI.
* Basic configuration of VLAN’s
* Worked with ESXi and Virtual Machines (VSphere,VMware).
* Creating and running network CAT5 cables from various devices, to switches.
* Troubleshooting kiosks, coders and card readers.

**US Healthworks / Valencia, California 7/27/2013-2017**

Service Desk Technician / Jr. Network Administrator

* Provide technical support to thousands of users via telephone and email.
* Support EMR systems (PrognoCIS Atrium).
* Support network technologies such as DNS, DHCP TCP/IP, VPN, VLAN’s.
* Prepare, install and configure hardware/software (workstations, switches, routers).
* Troubleshooting network connectivity with desktops, printers/scanners.
* Create User accounts through Active Directory and Microsoft Exchange.
* Physical set up of network equipment and devices for newly acquired clinic’s.
* Onsite and remote desktop/virtual machine support.
* Email support (Outlook/Office 365).
* Document support ticket via manage engine.
* Communication with different departments to identify solutions, train and educate.

**Bone Clones / Canoga Park, California 2/2012- 6/2013**

Marketing Support / Administrative Assistant

* Create designs and marketing concepts in advertisement brochures, pamphlets and catalogs.
* Assisted production manager with photo shoots.
* Press proofing and color correcting and graphic design for company trade shows and website.
* Managed accounting book-keeping system.
* Scheduling of events, travel itinerary and delivery of documents as needed for events.
* Maintain inventory as needed.

**Outsource / El Segundo, California 2010-2012**

Cabling Technician

* Measured cut and spliced ethernet cables for various businesses.
* Cables runs through ceilings into cubicles and patch panels.
* Collaborated with other team members to run vertical channels when needed.